

**HUMAN RESOURCES NOTICE  
VACANCY ANNOUNCEMENT  
ANNOUNCEMENT NUMBER: 06-34**

**OPEN TO:** All Interested Applicants

**POSITION:** Telephone Operator (Receptionist), FSN-4; FP-AA

**OPENING DATE:** October 11, 2006

**CLOSING DATE:** October 25, 2006

**WORK HOURS:** Full time; 45 hours/week

**SALARY:** \* Not-Ordinarily Resident: US\$ 22,519 p.a. (Starting salary)  
(Position Grade: FP-AA to be confirmed by Washington)

\*\*Ordinarily Resident: \$11,241 p.a. (Starting Grade)  
(Position Grade: FSN-4)

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND RESIDENCY PERMITS ATTACHED TO THE APPLICATION TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Panama is seeking individuals for two positions of Telephone Operator (Receptionist) in the Telephone & Radio Service Unit, Information Management Office, U. S. Department of State.

**BASIC FUNCTION OF POSITION**

The incumbent will serve as the first official contact of the Embassy for any visitor and provides information assistance. Receives and distributes invoices, notices and miscellaneous correspondence as necessary. Incumbent will provide telephone call processing to the Embassy and associated agencies and regional offices. Incumbent will provide information to inquiries via telephone.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources website: <http://panama.usembassy.gov/panama/humanresources.html>

**QUALIFICATIONS REQUIRED**

**NOTE: Although some of the information below has been provided in the application or resume, all participants must still address each selection criterion detailed below, with specific and comprehensive information supporting each item, on a separate sheet of paper.**

1. High School diploma is required.
2. One year prior experience as receptionist or as telephone console operator is required.
3. Level III (Good Working Knowledge) Speaking/Reading Spanish is required. Level III (Good Working Knowledge) Speaking/Reading English is required. (Testing may be conducted to determine the qualifications)

4. Basic knowledge to operate, isolate and trouble shoot minor repairs of different types of telephone consoles is required.
5. Must have intermediate knowledge of computer software (Word, Outlook and Excel).
6. Must possess excellent customer service skills. Must be able to deal courteously and effectively with the public.

### **SELECTION PROCESS**

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that candidates address the required qualifications above in the application.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizens EFM's who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA), are ineligible to apply for advertised position within the first 90 calendar days of their employment.

### **HOW TO APPLY**

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment OF-612; or
2. A current resume or curriculum vitae that provides the same information as an OF-612; plus
3. Candidates who claim U.S. Veterans preference must provide copy # 4 of their Form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

### **SUBMIT APPLICATION TO**

Human Resources Office  
Attention: Human Resources Officer  
Clayton, Building 520  
Monday through Friday from 2:00p.m. to 4:00p.m.

### **POINT OF CONTACT**

Human Resources Office  
Announcement voice mail information 207-7374  
FAX: (507)207-7143

## DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

--US citizen;

--Spouse or dependent who is at least age 18;

-- Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;

Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and

Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.

2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign or Civil Serviced or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniform service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

### **CLOSING DATE FOR THIS POSITION: October 25, 2006**

All applications must be received in the Human Resources Office by the closing date of the announcement.

**The US Mission in Panama is an Equal Opportunity Employer. All candidates will receive consideration without regard to race, color, religion, sex, national origin, disability, age, or sexual orientation, social status, or political ideologies/affiliation.**

**Cleared:ITC:KHouk**

**HRO:GSoriano**